
Network Engineer | Network Administrator|Help Desk

Summary:

- ❖ Strong ability to work with customers in a work environment.
- ❖ Ability to solve technical support problems and work client through difficult processes.
- ❖ Ability to work in a fast pace environment.
- ❖ Extensive skills working with others
- ❖ Ability to learn at a fast pace

Technical Expertise

- Systems:** Windows NT Workstation, Server 2003, Server 2008, Windows (95,98,XP, Vista, Windows 8, Windows 10, Linux Mint)
- Hardware:** Routers Switches – Hubs (Cisco, Cabletron)PBX Switches, Cisco Firewalls, Adtran CSU-DSU's, Packet Engines GigaNIC, Seagate Hard drives, Backs, LCS Drive Imagers, NetGear, D-link, Printers
- Software:** NetObjects, Mapinfo, Anti-virus, Exchange, Outlook (2000, 2003, 2008, 2012,2016, 365), Packet Catcher, FTP,Telnet, SSH, Ping utilities, Link-view, Front Page, QuickBooks Pro, Adobe Master collection, Microsoft Office, Salesforce, Citrix, Cisco Call Manager, Solarwinds, Service Now, Ping Plotter, Wire Shark, Active directory, Vmware, Fusion Database, BiCom Systems PBX
- Networking:** DNS, WINS, DHCP, HOSTS, TCP/IP, IPX-SPX, SNMP, SMTP, BGP, VPN, FTP, SFTP,Telnet, SSH, RDP

Professional Experience

Large MSP Duluth, GA - Network Engineer/ Tier 2 (2021 - current)

- **Field Service:** Go to client sites provision networks, set up computers, set up copiers.
- **Application Support:** VMWare, Autotask, Datto, Zscaler, Sophos, Mimecast,

Bomgar, iITGlue, Egnyte, Cisco VPN, Ruckus, Elevate, Active Directory, Azure, Microsoft 365 Admin

- **Network interfaces:** Sophos and Cisco Meraki
- **VOIP Setup:** Setting up IP phones remotely, physically installing, analyzed, designed, tested, documented, implemented and supported global voice and converged network technologies.
- **Server:** Rebuilds, updates, and builds.
- **PC repair and diagnostic**

Finance Company Lilburn, GA Sr Support Tech: (2018 - 2021)

- **VOIP Setup** – Setting up IP phones remotely, physically installing, analyzed, designed, tested, documented, implemented and supported global voice and converged network technologies.
- **Trouble shooting networks:** Ensure capabilities for real-time monitoring of database system details including: stored procedures and performance, and implementation of applicable data is analyzed for efficiency and performance improvements. Utilizes software such as (Ping Plotter & Solarwinds) and hardware tools and identifies and diagnoses complex problems and factors affecting network performance.
- **Manager Customer database:** Created and made changes to end user accounts.
- **Customer Service:** Answered the highest number of calls during elevated call volume. Provided all support remotely using PC Anywhere, Join.me, and Remote Desktop.
- **Call flow Setup:** Setting up queues, ring groups, Auto attendants
- **PBX Systems:** BiCom system PBX, Fusion Database, and Cisco Call Manager. On a daily bases, I've updated user profiles, granted permissions, updated call flow, Link profiles to communicator, monitor outbound and inbound calls, and if a service was down or not.

Healthcare Company Alpharetta, GA GCS Helpdesk: (2011- 2018)

- **Database:** Designed, setup and maintained Salesforce standard objects, custom objects and junction objects, while also structuring user roles, security profiles and workflow rules.
- **Application Support:** Diagnosed and resolved reported and ticketed problems related to certain Philips applications used within SAP, Salesforce, I3 , Citrix and Sibel. Administered company Web sites and implemented online databases
- **VOIP:** Setup VoIP phones in office, created users, added user, modified user, and deleted users.
- **Customer Service:** Answered the highest number of calls during elevated call volume, Provided excellent customer service and consistently met Level of Service, resolved the most amount of tickets and took the most phone calls.
- **Network:** Troubleshoot networking issues, used commands check connectivity and errors. Used scanners to view ports available on network to use programs such as Telnet.

Mid Size MSP: (2007 – 2012)

Managed broad range of installation, upgrade, roll-out, and troubleshooting projects windows-based networks, with focus on computer.

Key Contributions:

- **Systems Upgrade** – Improved stability and performance of system and network by upgrading Windows 98 to Windows XP Professional; saved all customer data on existing PCs, built new computers, migrating existing applications, and customizing configuration settings.
- **Application Implementation** – Enhanced remote access through installation and configuration of VPN, Remote Desktop, Remotely Anywhere PC Anywhere, VNC, and NetMeeting.
- **Disaster Recovery** – Reversed prior history of single-drive data protection by implementing use of Ghost software to replicate image from primary to secondary hard drive. Implemented disaster recovery procedures using Veritas, Retrospect Pro, and Ghost.

Education

Education/Certifications

Bachelor of Science, Alabama State University, July 2008

Certification in CompTIA Network Plus
Certification in CompTIA Security Plus 2019-2021
Certified CCNA Routing and switching 2018-2021
